



Security Perimeter Operations and Control Supervisor (ITS/AS 6) Interactive Technologies Division

OPENS: May 28, 2010

CLOSES: Open until filled

Candidate evaluation will be ongoing, and applicants are encouraged to submit materials as soon as possible to ensure full consideration. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time during the announcement period.

SALARY: \$66,420 - \$87,096 per year (range 70)

LOCATION: Olympia, Washington

Agency Profile

The Washington State Department of Information Services (DIS) provides quality and reliable computing, telecommunications, and Internet services to state and local agencies, tribal governments, educational institutions, and not-for-profit organizations.

As the technology leader for Washington State, DIS provides innovative services so that government agencies can successfully serve the public. DIS also provides support to the Information Services Board (ISB) and other committees.

Job Overview

The Department of Information Services is seeking an Information Technology Systems / Applications Specialist 6 (ITS/AS 6) to lead the Security Perimeter Operations and Control (SPOC) team that is responsible for maintaining the health of each security perimeter service proactively and effectively, fulfilling customer service requests and performing escalated incident resolution and problem investigation for root cause determination.

As supervisor for the SPOC team, this position provides leadership, coaching and mentoring to reporting staff. This position is responsible for planning, scheduling and overseeing the work of staff to meet the goals and objectives of the operational work unit and agency.

As the designated highest level authority, this position provides an individual escalation point for all of the high visibility, mission-critical security services upon

which the State infrastructure depends. This requires advanced knowledge of complex security technologies such as Firewalls, Intrusion Detection/Prevention, Distributed Denial of Service security, Security Information Management, Interior and Exterior Routing Protocols, and Access Control Lists.

Principal Responsibilities

- Ensure the ongoing fulfillment of customer service requests by the SPOC team. Assign and appropriately distribute the request workload.
- Oversee the analysis and solution implementation of security service incidents received by SPOC, to identify and implement a best customer solution. Oversee the identification and resolution of customer connectivity incidents and problems to or through complex security systems that integrate with high risk, high impact state and local government e-business applications.
- Ensure the ongoing assessment of security trends and make recommendations for improvement and efficiencies of security technologies and services for mission-critical statewide computing and network infrastructure.
- Provide leadership, coaching and mentoring to staff; conducts performance evaluations, oversees hiring, takes and recommends disciplinary action as appropriate.

Qualifications

- 5 years experience with large customer or service provider network.
- 5 years experience with network/security troubleshooting at an advanced level (Tier 2/Tier 3 level).
- 5 years experience with carrier-class hardware internetworking.
- 5 years experience with networking, switching and routing protocols.
- At least 1 year experience as a supervisor or two years experience as a technical lead.
- Expert professional level knowledge with Security Technology support for firewalls, remote access and/or multi-factor authentication.
- Demonstrated ability to meet deadlines while managing multiple priorities.
- Proven skills to respond to inquiries in a timely, courteous and professional manner.
- Experience communicating technical requirements with cohorts and to translate these into business options for management presentation.
- Ability to develop written policies for strategic planning and systems support.

Desirable Qualifications

- Project management experience, including managing resources, timelines and communications to see project through from inception to timely completion and maintenance.
- Experience as a technical project lead or technical lead of a workgroup in a large scale IT service provider network.
- Experience with system design of complex, mission-critical security devices or applications.
- Experience with administration and support of security information management and intrusion prevention systems.
- VoIP security skills and experience.
- MPLS experience.
- Bachelor's degree with emphasis in computer science, or related field.

Desirable Certifications

- CCNA
- CCSP
- CCIE Security
- GIAC
- CISSP

Additional comments

Must carry on-call pager on rotating schedule.

Working for DIS

DIS is an agency on the move. With a talented workforce that has a depth of knowledge and understanding of information technology, DIS provides constructive, reliable and responsive services for all their clients.

DIS offers extensive opportunities for career growth and personal development through workshops, seminars, and other training opportunities as well as a tuition reimbursement program and promotional opportunities.

As one of the top ten places in the country for business and careers (Forbes' Magazine, 2007), and conveniently located at the crossroads of business and leisure, Olympia has become the preferred destination zone for business professionals in the Pacific Northwest.

Olympia is on the Puget Sound and is within easy driving distance of the rugged Olympic National Park, the city of Seattle, Mt. Rainier, Mt. St. Helens, and Pacific Ocean coastal beaches: all offering ample outdoor recreation opportunities. Home to an internationally-recognized educational institution and a vibrant arts

scene, Olympia is also the location of the outstanding Farmer's Market, located at the downtown waterfront.

Employee Benefits

The State of Washington offers a comprehensive and competitive package of benefits to match the needs of our diverse workforce.

DIS eligible employees can choose from our outstanding [benefit packages](#) including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; deferred compensation plans; educational benefits program; paid holidays; Commute Trip Reduction Incentives; training; and state retirement plans.

Special Notes

This position is covered by a union security provision. Therefore, as a condition of employment, candidates who are appointed are required to become members of the Washington Federation of State Employees, or pay other representational fees within the first 30 days of employment.

The incumbent must be able to pass the Washington State Patrol (WSP) criminal background check and meet all standards set by the WSP.

This announcement may be used to fill multiple vacancies.

How to Apply

Interested applicants should submit a letter of interest with a detailed description of their experience as it pertains to the Qualifications listed. Please include a current resume and a minimum of three professional references.

Please make application at careers.wa.gov.

Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format may call (360) 902-3543 or Telecommunications Device for the Deaf at 1-800-833-6388.

The Department of Information Services is an equal opportunity employer.